Posted 09/13/2023 Start Rate: \$16.59



# Office Assistant

**ADRC** is recruiting for an Office Assistant. This full-time position serves as the first point of contact for ADRC customers and is responsible for creating a warm and friendly atmosphere. In addition, provides office reception, office support, and assists in the daily operation of the ADRC office.

#### **Minimum Qualifications**

## **Education:**

- 1. High school diploma or high school equivalency diploma
- 2. Specialized training in clerical skills desirable

Experience: One year experience in reception and clerical work

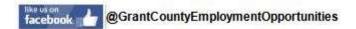
Note: Equivalent combinations of job related education and experience may be considered

**How to Apply:** A <u>Grant County application for employment</u> and job description may be obtained at <u>www.co.grant.wi.gov</u> or by contacting the Grant County Personnel Department (608)723-2540. A County Application is required and will be accepted at the following location.

## **Grant County Personnel**

111 S. Jefferson St. PO Box 529 Lancaster WI 53813

This is an **Affirmative Action/Equal Employment Opportunity employer** (AA/EEO). All qualified applicants are encouraged to apply including minorities, veterans, women, and persons with work related limitations.



#### **GRANT COUNTY JOB DESCRIPTION**

TITLE: Office Assistant

**DEPARTMENT/ AGENCY: ADRC** 

**IMMEDIATE SUPERVISOR**: ADRC Department Head

PAY RANGE: D

**FLSA:** Non-Exempt

#### **NATURE OF WORK**

This position serves as the first point of contact for ADRC customers and is responsible for creating a warm and friendly atmosphere. In addition, provides office reception, office support, and assists in the daily operation of the ADRC office.

# **MINIMUM QUALIFICATIONS**

## Education:

- 3. High school diploma or high school equivalency diploma
- 4. Specialized training in clerical skills desirable

## Experience:

One year experience in reception and clerical work

Note: Equivalent combinations of job related education and experience may be considered

## Knowledge, Skills and Abilities:

- 1. Ability to create a good first impression of ADRC by employing the following skills: active listening, empathy, problem solving, patience and clear communication
- 2. Ability to communicate with consumers and coworkers in a friendly and professional manner in person and over the phone
- 3. Knowledge of office methods, practices and procedures
- 4. Skill in using a variety of office equipment
- 5. Skill in performing mathematical computations
- 6. Ability to follow written and oral instruction
- 7. Proficiency in Microsoft Office
- 8. Knowledge of spelling, grammar and punctuation
- 9. Ability to maintain records and file accordingly
- 10. Maintain integrity and confidentiality

#### **ESSENTIAL TASKS**

Under supervision

- Operate a multi-line system to answer calls, transfer calls, provide information, schedule appointments, and take messages
- 2. Greet walk-in customers and make sure they are comfortable while they wait
- 3. Coordinate registration and appointments for various events
- 4. Maintain, print, copy, and distribute forms and brochures
- 5. Ensure compliance with ADRC policies and procedures
- 6. Perform routine clerical tasks such as collating, preparing mailings, etc.
- 7. Enter data into state and other agency databases
- 8. Assist with developing and distributing Agency newsletter; proofread drafts
- 9. Keep staff lists and forms updated
- 10. Timestamp and sort mail and other correspondence

- 11. Assist with outreach activities
- 12. Operate and maintain office equipment
- 13. Maintain inventory of office supplies and order supplies as needed
- 14. Create and maintain records and spreadsheets
- 15. Maintain meal site forms, comments, and logs
- 16. Assist with monthly menus for meal sites; coordinate menu review meetings
- 17. Coordinate Elderfest registrations, mailings and activities
- 18. Coordinate Senior Farmer's Market Program with all staff
- 19. Create and post program information and events on social media and website
- 20. Assist with assembling ADRC board packets and mailings
- 21. Perform such other duties as may be assigned

## **SUPERVISION RECEIVED**

General and specific assignments are received and work is performed according to prescribed methods and procedures

## **SUPERVISION EXERCISED**

None

#### **ENVIRONMENTAL FACTORS**

Dexterity in moving, picking up objects and operating office equipment is required; ability to bend, stretch, use fingers to plug and unplug devices; and perform basic mobility functions related to an office environment and equipment

## **CLOSING STATEMENT**

This description has been prepared to assist in evaluating duties, responsibilities and skills of this position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the supervisor has the right to assign, direct, and modify duties and responsibilities.

09/12/2023